1 41. (NEW) The method of claim 23 wherein the follower

2 terminal is configured such that at least one of

3 downloading applets is disabled and execution of applets is

4 disabled.

1 42. (NEW) The method of claim 28 wherein the follower

2 terminal is configured such that at least one of

3 downloading applets is disabled and execution of applets is

4 disabled.

In accordance with 37 C.F.R. § 1.121(c)(1)(ii),
separate sheets with the rewritten claims marked-up to show
the changes made to the previous version of the claims, is
filed herewith.

REMARKS

In view of the foregoing amendments and the
following remarks, the applicants respectfully submit that
the pending claims are not anticipated under 35 U.S.C.
§ 102 and are not rendered obvious under 35 U.S.C. § 103.
Accordingly, it is believed that this application is in
condition for allowance. **If, however, the Examiner
believes that there are any unresolved issues, or believes
that some or all of the claims are not in condition for
allowance, the applicants respectfully request that the
Examiner contact the undersigned to schedule a telephone
Examiner Interview before any further actions on the
merits.**

The applicants will now address each of the
issues raised in the outstanding Office Action.

Rejections under 35 U.S.C. § 112, second paragraph

Claims 28 and 33 stand rejected under 35 U.S.C.
§ 112, second paragraph as being indefinite for failing to
particularly point out and distinctly claim the subject
matter which the applicants regard as the invention. The
applicants respectfully request that the Examiner
reconsider and withdraw this ground of rejection in view of
the following.

Claims 28 and 33 are amended based on the
Examiner's helpful comments. More specifically, claim 28
is amended to recite that the encrypted synchronized
browsing command is sent to the follower terminal rather
than the guide terminal. Claim 33 is amended to recite a
guide terminal rather than a second terminal. Since these
claims now comply with the provisions of 35 U.S.C. § 112,
this rejection should be withdrawn.

Rejections under 35 U.S.C. § 102

Claims 11-13, 20, 33, 34, 36 and 37 stand
rejected under 35 U.S.C. § 102(e) as being anticipated by
U.S. Patent No. 6,493,447 ("the Goss patent"). The
applicants respectfully request that the Examiner
reconsider and withdraw this ground of rejection in view of
the following.

Independent claims 11, 13, and 20, as amended,
are not anticipated by the Goss patent because the Goss
patent does not teach a follower terminal that is
configured such that applets cannot be downloaded and/or
such that applets cannot be executed. The Goss patent

relies on Java applets, including a Java applet on a customer browser, to support a session in which visible actions performed by an agent are transferred to the customer and displayed on the customer's browser. (See, e.g., column 2, lines 5-11 and lines 61-67, column 5, line 14 through column 6, line 26, and column 8, lines 46-63.) The present invention does not rely on executing downloaded applets. For example, the specification states:

> ...security concerns led the present inventors to construct an exemplary browsing process in which no downloaded applets would be executed via the browser. Thus, a goal of the present invention is to establish and facilitate a synchronized (web) browsing session between an agent (guide) and a customer (follower) without downloading an applet for synchronized (web) browsing.

Page 4, lines 14-20. Accordingly, these claims are not anticipated by the Goss patent for at least this reason. Since dependent claims 33, 34, 36 and 37 include the elements of claim 11, these claims are similarly not anticipated by the Goss patent.

Rejections under 35 U.S.C. § 103

Claims 1, 2, 5, 6, 8-10, 14, 21, 22, 28 and 35 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over the Goss patent in view of U.S. Patent Application Publication No. US 2002/0054064 A1 ("the Kannan publication"). The applicants respectfully request that the Examiner reconsider and withdraw this ground of rejection in view of the following.

Independent claims 1 and 28 are not rendered obvious by the Goss patent and the Kannan publication because these references neither teach, nor suggest, sending an encrypted synchronized browsing command to a follower terminal. At best, these references teach encrypting information in general. They do not expressly teach, nor do they suggest, encrypting a synchronized browsing command. Accordingly, these claims are not rendered obvious by the Goss patent and the Kannan publication for at least this reason. Since dependent claims 2 and 5-10 include the elements of claim 1, these claims are similarly not rendered obvious by the Goss patent and the Kannan publication.

Dependent claims 14, 21, 22 and 35 are not rendered obvious by the Goss patent and the Kannan publication because these references neither teach, nor suggest, a follower terminal that is configured such that applets cannot be downloaded and/or such that applets cannot be executed. These claims include this feature because each of them depends, either directly or indirectly, from one of claims 11, 13 or 20. As noted above, the Goss patent does not teach or suggest this feature. The purported encryption teaching of the Kannan publication does not compensate for this deficiency. Accordingly, these claims are not rendered obvious by the Goss patent and the Kannan publication for at least this reason.

Claims 3, 4, 29, 30 and 39 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over the Goss patent in view of the Kannan publication, and further in view of U.S. Patent No. 5,784,564 ("the Camaisa patent").

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The applicants respectfully request that the Examiner reconsider and withdraw this ground of rejection in view of the following.

The Camaisa patent is cited for the purpose of teaching limiting access to web sites. This purported teaching does not compensate for the deficiencies of the Goss patent and the Kannan publication as applied to claims 2 and 28 above. Accordingly, these claims are similarly allowable. Moreover, one skilled in the art would not have been motivated to combine these patents as proposed by the Examiner. More specifically, restricting a user's access may be a legitimate concern in a system such as the Camaisa patent. However, this does not suggest restricting access in a system where a *guide terminal leads* a synchronized browsing session as in the Goss patent. Accordingly, these claims are not rendered obvious by the Goss patent, the Kannan publication and the Camaisa patent for at least this additional reason.

Claims 23, 26, 27 and 38 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over the Goss patent in view of the Camaisa patent. The applicants respectfully request that the Examiner reconsider and withdraw this ground of rejection in view of the following.

Independent claim 23 is not rendered obvious by the Goss and Camaisa patents because one skilled in the art would not have been motivated to combine these patents as proposed by the Examiner. The Examiner contends that (i) the Goss patent teaches a guide terminal leading a synchronized browsing session, (ii) the Camaisa patent teaches limiting access to certain web sites, and (iii) it would have been obvious to disable access to certain sites,

as taught by the Camaisa patent in the context of the system of the Goss patent. However, even assuming, arguendo, that the Goss and Camaisa patents include the teachings alleged by the Examiner, one skilled in the art would not have been motivated to combine these references. More specifically, restricting a user's access may be a legitimate concern in a system such as the Camaisa patent. However, this does not suggest restricting access in a system where a *guide terminal leads* a synchronized browsing session as in the Goss patent. Accordingly, independent claim 23 is not rendered obvious by the Goss and Camaisa patents for at least this reason. Since claims 25-27 and 38 depend from claim 23, these claims are similarly not rendered obvious by the Goss and Camaisa patents.

Moreover, dependent claims 27 and 38 recite a sequence in which if a resource locator associated with browsing command has a NO GO status, it is then determined whether that resource locator has a GO status. For example, GO content can be a subset of NO GO content. See page 35, lines 10 and 11. This allows a large amount of content to be filtered out, and then a smaller selected group of content or specified content to be let back in. See page 34, lines 26-31. This can greatly simplify the process of defining filters. The Camaisa patent, which is relied on for teaching limiting access of a browser, neither teaches, nor suggests, this feature.

Claims 24 and 25 stand rejected under 35 U.S.C. § 103(a) as being unpatentable over the Gross patent, the Camaisa patent and the Kannan publication. The applicants respectfully request that the Examiner reconsider and withdraw this ground of rejection in view of the following.

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Since one skilled in the art would not have been motivated to combine the purported teachings of the Goss and Camaisa patents as shown above, claims 24 and 25 are not rendered obvious by the Goss patent, the Camaisa patent, and the Kannan publication.

New claims

New claims 40, 41 and 42 depend from claims 1, 23 and 28, respectively, and recite that the follower terminal is configured such that applets cannot be downloaded and/or such that applets cannot be executed. This further distinguishes the claimed invention over the cited art, at least for the reasons provided above with respect to claims 11, 13, 20 and 28.

Conclusion

In view of the foregoing amendments and remarks, the applicants respectfully submit that the pending claims are in condition for allowance. Accordingly, the applicants request that the Examiner pass this application to issue.
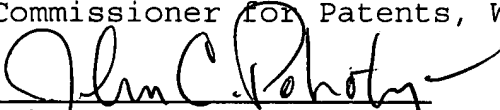
Respectfully submitted,

April 4, 2003

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CERTIFICATE OF MAILING under 37 C.F.R. 1.8(a)

I hereby certify that this correspondence is being deposited on **April 4, 2003** with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to the Assistant Commissioner for Patents, Washington, D.C. 20231.

John C. Pokotylo

Reg. No. 36,242

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SEPARATE SHEETS WITH MARKED-UP VERSION OF CLAIMS PER 37

C.F.R. § 1.121(c)(1)(iii)

Claim 11 has been amended as follows:

11. (AMENDED) A method for establishing and effecting a synchronized browsing session between a guide terminal and a follower terminal <u>configured such that at least one of downloading applets is disabled and execution of applets is disabled</u>, the method comprising steps of:

    a) providing address information related to the follower terminal to the guide terminal;

    b) providing address information related to the guide terminal to the follower terminal;

    c) sending, from the guide terminal, a browsing command to the follower terminal;

    d) receiving, with the follower terminal, the browsing command;

    e) effecting, with a browser at the follower terminal, the received browsing command,

      wherein the browser at the follower terminal is resident on the follower terminal before any connection between the follower terminal and the guide terminal.

Claim 13 has been amended as follows:

13. (AMENDED) A system for establishing and effecting a synchronized browsing session, the system comprising:

    a) a guide terminal, the guide terminal including

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i)   a connection process for invoking the
establishment of the synchronized browsing
session, and

ii)   a process for generating synchronized
browsing commands;

b)   a follower terminal configured such that at least
one of downloading applets is disabled and execution
of applets is disabled, the follower terminal
including

i)   a connection process for facilitating the
establishment of the synchronized browsing
session, and

ii)   a process for receiving synchronized
browsing commands and for effecting those
synchronized browsing commands;

c)   a session manager, the session manager working
with the connection process of the guide terminal and
the connection process of the follower terminal to
establish and maintain the synchronized browsing
session; and

d)   at least one network for communicating data
between the guide terminal, the follower terminal, and
the session manager.

Claim 20 has been amended as follows:

20.   (AMENDED)   A method for establishing a synchronized
browsing session between a guide terminal and a follower
terminal configured such that at least one of downloading
applets is disabled and execution of applets is disabled,
the method comprising steps of:

a) accepting a request for a synchronized browsing session from the guide terminal;

b) sending, in response to the acceptance of the request for a synchronized browsing session, a browsing request to the follower terminal;

c) accepting an acknowledge response from the follower terminal; and

d) sending, in response to the acceptance of the acknowledge response, an acknowledge response to the guide terminal.

Claim 28 has been amended as follows:

28. (AMENDED) In a guide terminal, a method for effecting a synchronized browsing session with a follower terminal, the method comprising steps of:

a) accepting a synchronized browsing command from an input device of the guide terminal;

b) encrypting the synchronized browsing command based on encryption information associated with the follower terminal; and

c) sending the encrypted synchronized browsing command to [guide] follower terminal.

Claim 33 has been amended as follows:

33. (AMENDED) The method of claim 11 wherein a live agent is at the guide terminal and a customer is at the follower terminal, the method further comprising:

f) establishing, in response to an input at the [second] follower terminal, a call between the

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customer at the follower terminal and the live agent
at the guide terminal.